

Job Description

Job Title:	Undergraduate Advisor and Administrative Assistant
Department:	Department of Geography and Environmental Management
Reports To:	Administrative Manager
Jobs Reporting:	
Salary Grade:	6
Effective Date:	June 1, 2017

Primary Purpose

The Undergraduate Advisor and Administrative Assistant provides advice and guidance to undergraduate students and is responsible for the operation of Geography and Environmental Management undergraduate programs, in a manner consistent with the department's goals and objectives. The position provides administrative support to the Department Chair, Associate Chair, UG Studies and general support to the Administrative Manager and the department.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

Provides advice to current and prospective undergraduate students in Geography and Environmental Management plans including, but not limited to the following activities:

- Respond daily to a wide variety of questions (including those dealing with academic administrative policies and procedures of the University, Faculty and Department as they relate to their academic careers) via e-mail, telephone and student appointments
- Assemble student appeals, complete forms, append transcripts and other relevant documents
- Participate in all undergraduate events including, Fall Open House, University Fair, You@Waterloo, Academic Orientation and Campus Day in the Spring
- Assist students with form submission and sign all undergraduate forms (and, when required, correspondence on behalf of Associate Chair and Associate Dean UG Studies)
- Accountable to the Department Chair – for Statistics on the Undergraduate Program, as well as when courses need to be offered, and course issues that arise each term
- Assist with application procedures for entrance to co-op program
- Responsible for sequence changes, in consultation with the Co-op Office
- Accountable to the Registrar's Office – Records and Admissions

Oversee student academic progression, including, but not limited to, the following activities:

- Provide confidential, consistent and accurate academic advice on policies and procedures as they relate to the undergraduate students and programs.
- Assist the UG Associate Chair with transfer templates, assign transfer credits from the partner China universities
- Screen academic progression reports each term, bringing reports with conditional or failing standing to the attention of Associate Chair(s); inform non-satisfactory students of standing on advice of Associate Chair
- Independently assess and confidentially document student problems and issues and, when appropriate, refer to the suitable individuals for follow-up
- Assess, and sign, Recommend to Graduate forms
- Submit grade revisions to the Registrar's Office

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Assist with course enrollment including, but not limited to, the following activities:

- Advise students on course selection, registration, and graduation requirements
- Organize and administer course sign-up for all years
- Issue Permission Numbers for students to add courses
- Block enroll first year students in required courses
- Process reading courses (GEOG 475)

Collect, maintain and disseminate information including, but not limited to, the following activities:

- Maintain confidential student records
- Maintain up-to-date chart of Department courses and plan check lists
- Maintain current undergraduate student information on several bulletin boards (in consultation with other department UG advisor).
- Attend meetings of the Geography and Environmental Management Faculty of Environment Undergraduate Studies Committee, Faculty of Environment Undergraduate Advisors Committee, Fire Warden Committee
- Maintains files on Scholarships/Awards/Book Prizes and Silver and Gold Medal for the department
- Notify Canadian Association of Geographers of the top Honours graduating student for CAG Prize
- Responsible for collecting and coordinating all documentation to nominate students for the Alumni Gold Medal, the Governor General's Silver Medal and Department Awards of Upper Year Scholarships
- Serve as a resource for students and faculty in all matters pertaining to Geography and Environmental Management plans
- Maintain a current procedure file for this position
- Implement calendar and template changes
- Maintain Co-op work term reports on LEARN system

Provide administrative support to the Department Chair including, but not limited to the following activities:

- Schedule all department meetings and compile appropriate agendas for each meeting
- Take , produce and distribute minutes of all department meetings
- Assist the Department Chair in generating documents pertaining to the Self-Study for Academic Department Reviews
- Conduct safety inspections for general Department areas and assists the Department Chair with annual Safety reviews
- Maintains and updates the Department's Directory each term
- Undertake other activities, as assigned, by the Administrative Manager, Associate Chair and Department Chair

Assist faculty hiring committee by engaging in, but not limited to, the following activities:

- Assist in all activities pertaining to hiring new faculty and maintain SharePoint files
- Correspondence to applicants and contacting referees for letters of reference; create files for Search Committee
- Organize travel arrangements for candidates
- Organize interviews of applicants with faculty members and arrange seminar
- Maintain record of all print and electronic advertisements for reporting to UARC and prepare Summary of Recruiting Efforts
- Assist the Department Chair in preparing required statistics for creation of UARC report; archive completed files

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Assist in faculty performance review by engaging in, but not limited to, the following activities:

- Schedule faculty interviews with the Department Chair
- Maintain SharePoint files
- Generate Faculty Performance Review sheets with direction from the Department Chair
- Compile documents, makes copies for department files and forwarded to the Dean's Office

Provide administrative support to the Department including, but not limited to, the following activities:

- Distribute the mail and forward when required
- Ordering and monitoring of administrative and teaching supplies
- Book rooms for meetings, seminars and conferences
- Update and maintain department website content
- Signing authority for accounts: graphics; materials & supplies; postage; courier; computing supplies; purchasing card holder
- Responsible for print requisitions for course related materials
- Arrange travel and accommodation for guests
- Maintain department notice boards
- Maintain a current procedure file for this position
- Process Student Travel claims
- Provide assistance for projects as assigned by the Administrative Manager

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Undergraduate degree desirable; equivalent combination of education and/or experience will be considered.

Experience

- Bachelor's degree in related field or equivalent education and/or experience
- 2+ years' experience working in an academic environment within student services is preferred
- Experience with interpreting and advising on undergraduate policies and procedures
- Excellent organizational, analytical, interpersonal, customer service skills required
- Exceptional verbal and written communication skills, Proven ability to handle multiple projects with competing deadlines, prioritize tasks and make decision-under pressure
- Excellent human relations skills
- Proven ability to guide students, foster constructive team relationships, and to work effectively with faculty, staff and students
- Intermediate MS Suite required
- Occasional travel required
- Regular working hours, flexibility to work **some** evening/weekends

Knowledge/Skills/Abilities

- Intermediate experience with Microsoft Word and Excel required. Previous experience with Outlook calendar and e-mail; and web content management software experience with Quest an asset;
- Basic experience with PowerPoint; SharePoint; onbase;
- Minute taking

Nature and Scope

Contacts:

Internally, makes contacts on behalf of the department to obtain action, reach agreement and negotiate

- Department Chair and Associate Chairs
- Faculty members in and outside the department
- Department staff
- Registrar's Office, Admissions, Records and Student Awards
- Associate Dean's Office, Faculty of Environment
- All departments on campus where we have required courses and cross-listings
- Co-op Education and Centre for Career Action
- Centre for Extending Learning
- IST office/SISP office
- Audio Visual Aids Department
- AccessAbility Services
- Mature Students office
- Counselling Services
- Student Financial Services
- Student Success Office
- Department of Athletics
- Office of Academic Integrity
- Liaison on behalf of our Department, with the Waterloo Association of Geographers (WAGS)
- Marketing and Strategic Communications – Academic Calendar updates

Externally, makes contacts with partner or potential partner organizations to obtain, clarify and discuss information

- Students and parents
- Guidance Officers at high schools
- Qualifications Evaluation Council of Ontario (QECO)
- External Scholarship/Award Donors – CAG, AAG, etc.
- Liaison with other Geography Departments across Canada
- Provide information to the Canadian Association of Geographers (CAG) for award winners.
- Liaise with exchange students both our own students studying abroad, and students from other countries studying in our several Program Plans.
- Waterloo Wellington Flight Centre

- **Level of Responsibility:** The job has specialized work with minimal supervision and provides guidance to others.

- **Decision-Making Authority:** The position has decision-making authority; complex and non-routine issues involve consultation with the Associate Chair, Undergraduate Studies, Department Chair, and Administrative Manager. Position requires proactive problem solver. Makes decisions about courses and advice given to students; refers students to others when appropriate.

- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment; peak times can include numerous student requests, multiple priorities and frequent interruptions. Attention to detail.

- **Working Environment:** Office based, occasional travel required regular working hours, occasional evening/weekend work required. Involves minimal physical or psychological risk resulting from a diverse environment with deadlines, multiple priorities and frequent interruptions.